

Healthwatch Kent CEO Monthly Report August 2015

The following report outlines the activities that we have undertaken during the month of August. It is designed to be a brief snapshot of some of our key priorities and progress. Our activities have been categorised according to our Outcomes Framework which is what Kent County Council uses to ensure we are meeting our contractual obligations.

If you would like any further information or detail, do get in touch via email on info@healthwatchkent.co.uk

Our Impact

Thanks to the work of our volunteer, Annie McMillan, who has expertise in working with the deaf community, we have achieved the following:

1. Annie has represented Healthwatch at two working groups alongside other health and social care organisations. The aim of these groups is to address the needs of the deaf community. The outcomes of this work were:

- Production of 'credit card' for deaf people to use to indicate to health & social care staff that they require a British Sign Language interpreter. The 'card' is accompanied by an information leaflet for family/carers/friends and includes Healthwatch information
- The 'card' was launched successfully at Thanet Gateway and attended by 50 Deaf people.
- Healthwatch Kent have played a key role in publicising and distributing the card

The working group continues to meet. The next project is looking to establish Deaf focus groups on health issues.

2. Working together with Annie we have met with Deaf people at Thanet and Ashford Gateways and supported them in giving us feedback about their experiences of services. We secured particular feedback about East Kent Hospital University Foundation Trust (EKHUFT) which we have shared with the Trust as part of their clinical strategy work.

3. We organised an event for 45 members of the Deaf community to share the work that EKUHFT are doing to develop a new sustainable future for the hospital services. Annie met with EKUHFT prior to the event to advise on Deaf linguistic and cultural issues and make the presentation suitable. Annie liaised with Deaf community leaders and follow up to recruit volunteers for participation in further EKUHFT consultation.

4. Annie was instrumental in setting up Healthwatch Kent's text service which is now available to anyone from the Deaf community who wishes to share their experiences with us either by text or to use the text service to book a face to face meeting with a British Sign Language Interpreter to share feedback.

5. We've shared our work with Sign Health, a national organisation working in Deaf Health promotion. They have promoted our approach and encouraged other organisations to follow suit.

How are we raising awareness of Healthwatch and listening to the public?

We continue to increase our contacts with the public in a number of ways:

Newsletter: 770 subscribers (761 in July)

Twitter 863 followers (833 in July)

Facebook 103 likes (79 in July)

Targeted Facebook advertising is beginning to be trialled and we have already seen an increase in followers. We promoted our Public meeting in Thanet via local media and social media. Speakers secured and presentation materials prepared and ready for Public meeting.

Supported our colleagues at Healthwatch East Sussex for their own Red Bus Tour following the success of the Kent tour.

The Information & Signposting Team spoke with 110 people in August and continue to visit at least four places a month to talk with the public about their experiences of health & social care services.

The team visited a number of venues in Thanet in August including Birchington Library, Ramsgate Library and St Peter's Church Hall for the Ageless Thanet Project

What have we progressed this month?

Healthwatch Kent currently has 57 volunteers who continue to influence health and social care services across the county in a variety of roles. Three have attended external meetings including meeting with a Clinical Commissioning Group, a NHS panel considering closure of a GP surgery and at the County Health and Well Being Board. Fourteen volunteers have been involved in a variety of internal working groups including eight who attended a special meeting of the governance group to decide the future projects for Healthwatch Kent. Six volunteers have assisted with data handling and internal organisation issues. There was one joint area team meeting for Thanet and the South Kent Coast which three volunteers attended. Those present decided to hold a poll of all volunteers in the area to decide on the best day and time to have these meetings. The group looked through and discussed the workplan which had been updated from the Extraordinary Directions and Deliberations meeting. Public involvement in the retendering of patient transport contracts was conversed and also public transport connecting to the Buckland Hospital in Dover. One of the volunteers who had been to a meeting about the closure of the Cecil Square GP practice in Margate fed back to the group and it was suggested that a follow up on people's experiences of moving surgeries should be passed to our Intelligence Gathering Group (IGG) for discussion. As part of the ongoing support and development of volunteers, two personal reviews and two training sessions took place. One training session was to assist Readers and External Representatives to pick out the appropriate evidence and eight volunteers attended, the other was an Equality and Diversity training which eleven volunteers attended.

No new volunteers joined this month and there was therefore no induction.

We had one report about a Care Home case that was then escalated to CQC.

Our Priorities and Projects

The Deliberations and Directions (DaDs) group had an extended meeting to discuss current projects and agree new priorities going forward.

Current projects are:

- Best practice guide to consultations
- Dentists in Tunbridge Wells
- Equality Impact Assessments
- Patient Participation Group's (PPG's)
- Community magazine advertising
- Social Media
- Mental Health out of County Placements
- Co -production of services with Phys/Dis & Commissioners (social care)
- Understanding hospital discharge in Darent Valley
- Community Champions within the voluntary Sector
- End of Life Care
- Complaints
- Access to Health and Social Care services for Eastern European population in East Kent - phase 2

Projects and activity agreed going forward are:

- Mental Health Services delivered by Kent & Medway Social Partnership Trust (KMPT)
- Children & Adolescent Mental Health Service (CAMHS)
- Children and Young People
- Integration of Health and Social Care Services
- Outpatients
- Care Homes Thematic Review

- Access to GPs
- Patient Choice
- East Kent Hospitals University Foundation Trust
- Maidstone & Tunbridge Wells NHS Trust Outpatients
- A&E Winter Pressures
- Care at Home
- Social Care Assessments
- Carers
- Transport
- Equipment
- British Sign Language Interpreting
- Prescriptions/Pharmacies
- Case Records
- Quality Accounts
- Joint Strategic Needs Assessment
- Enter & View programme support

This month we have:

- Forwarded the complaints report to the Trusts and Kent County Council who took part in the initial project
- Awarded the tenders for the Dentists in Tunbridge Wells (Town) and PPG projects - initial desktop work and making contacts is already underway
- Letter issued to all dentists in the Tunbridge Wells area informing them of our new dental project and inviting them to be involved. Practises currently being researched and selected for Enter & View visits.
- Secured a working group meeting for the End of Life project for 22nd September to discuss the business case and agree next steps
- The Community Champion project is ready to go out to tender.
- Drafted a number of business cases for agreement prior to them going to Kent County Council - these include: Volunteer training, volunteer recruitment and retention, Equality and Diversity, Co-production of services for people with a physical disability
- The social media business case has been agreed by Kent County Council. A focus group with young people will be organised for half term
- The advertisement publicising Healthwatch Kent in a health magazine went live this month - we are seeking a similar social care publication to advertise our services in.

Healthwatch Kent Governance

Two volunteers conducted an Enter and View visit to the Ear Nose & Throat Outpatients' clinic at the new Dover Buckland hospital to find out about patient experiences as part of the ongoing work with East Kent University Hospital Foundation Trust.

We continue to update our website with news and minutes of the Deliberations & Directions (DaDs) and Intelligence Gathering (IGG) groups which can be found here: <http://www.healthwatchkent.co.uk/how-we-work-0>

The Deliberations and Directions group had an extended meeting to discuss current projects and agree new priorities going forward.

There was no physical meeting for the Information Gathering Group (IGG) this month but papers were circulated and issues discussed in preparation for September's meeting. Some of these issues included:

- Patient Choice in Cancer Referrals
- Closure of the Cecilia Blakley Chemotherapy Ward
- Dignity of care for elderly patients
- Variation across GP practices

The groups have worked to finalise priorities for the upcoming year and complete their workplan. Volunteers met to review the meetings we currently attend, set priorities for external reps and make recommendations.

The first Data Sub Group meeting looking in detail at the feedback we get from the Information & Signposting service, has been scheduled for early September, the group will feed back at September's IGG meeting.

Volunteer Readers were busy with a range of activities including:

- Investigating requirements for Autistic Spectrum assessments.
- Summarising the themes from the event Kent County Council ran on Developing Service Outcomes for Residential and Nursing Care.
- Mapping exercise of Dental Practices within Tunbridge Wells town

We ensure all community groups are aware of opportunities to undertake projects with us by advertising them via voluntary sector infrastructure organisations.

Our Relationships and Representation

We have 63 Community Champions (62 in July). These are community organisations that have agreed to work closely with us.

We continue to be heavily involved with the Kent & Medway Stroke Review. Healthwatch now has a seat at the Programme Board as well as the Comms & Engagement Group. Healthwatch has made several recommendations including the need to engage with residents outside of Kent who use Kent hospitals.

We attended Faversham Community network 'Picture of Health' meeting run by the Clinical Commissioning Group (CCG) to engage the public. We hope to attend all the Community Network meetings in time.

Steve met with Yvonne Wilson, Partnership Manager for West Kent Health & Wellbeing Board, to discuss the future direction of the forum.

Steve met with Chris Brown, CEO at East Kent Hospitals University Trust (EKUHFT). The CQC recently re-visited EKUHFT on 17 July and have completed a further unannounced inspection to Margate. Their report is due in October when they will update their action plan.

Steve attended the County Mental Health Action Group and confirmed that we are progressing a project to look at out of county mental health beds. We agreed to share papers with the group from the Health Overview & Scrutiny Committee about Children and Adolescent Mental Health Service update.

Steve attended a workshop run by Healthwatch England and NHS Leadership programme and agreed to be part of a steering group around leadership in local Healthwatch.

Alex attended an NHS Panel Meeting to make recommendations upon the future of Cecil Square Surgery, Margate, Kent. The surgery sole partner, Dr. Rahman, has resigned and therefore the contract will terminate in September 2015.